Caseload

Table

1

	Reporting years#			
	1999-2000	2000-01	2001-02 (10½ months)	2002-03
(A) Enquiries received	9,323	11,821	12,900	14,298
(B) Complaints received	3,101	3,709	3,736	4,382
(C) Complaints brought forward	891	581	814	760
(D) Complaints for processing = (B) + (C)	3,992	4,290	4,550	5,142
(E) Complaints concluded	3,411	3,476	3,790	4,370
By referral to complainee departments/ organisations for replies (INCH)	467	364	353	176
By rendering assistance/clarification (RAC)	969	700	1,214	1,996
By mediation	10	29	19	6
By investigation	194	161	331	124
- Withdrawn/Discontinued	11	-	6	2
- Substantiated	22	28	18	15
- Partially substantiated	100	41	263	39
- Unsubstantiated	61	80	42	68
- Incapable of determination	-	12	2	0
Complaints screened out	1,417	1,859	1,563	1,729
- Restrictions on investigation	592	795	685	971
- Outside jurisdiction	825	1,064	878	758
Complaints withdrawn/discontinued	354	363	310	339
(F) Percentage of complaints concluded = (E) ÷ (D)	85%	81%	83%	85%
(G) Total cases carried forward = (D) - (E)	581	814	760	772
(H) Number of direct investigations completed	3	5	4	6

Period of Reporting Years
99/00 : 16.5.99 - 15.5.00 00/01 : 16.5.00 - 15.5.01
01/02 : 16.5.01 - 31.3.02 02/03 : 1.4.02 - 31.3.03

From 2001/02, the reporting year ends on 31 March to coincide with the end of financial year.